

QVC QA Sample Evaluation Report

Tracking Number:	SKU:	Description:	
201609220458	T34604 012-000	Chic High Roller Self Balancing Hoverboard w/	
Templated Item:	Submission Number:	Color/Size Desc:	
Yes	1	Black NA	
Current Location:	Sample Type Desc:	Drop Ship Ind:	MultiBox:
Location 449	QVC Product Sample	N	No
Sample Evaluator:	Pit Due Date:	Sample Eval Due Date:	Requested Due Date:
MARK Robert SHAEFFER	09/23/2016	09/26/2016	09/27/2016
Buyer Code:	Buyer Name:	Country of Origin:	Disposition:
018	Ryan Stava	CHINA	PASS
Vendor Code:	Vendor Name:		Vendor Part Nbr:
ZR29-0000	INTERWORKS UNLIMITED INC.		TBD
Last Activity Date/Time:		Record Last Updated By:	
10/25/2016 09:37:49 AM		Not Available	
Sample Needed by Product Central:		Ship Method:	Post QA Disposition:
No		Not Available	Returned to Buyer

PackSlip Description: (SKN-Level Descriptive Product Information)

High Roller Self Balancing Hoverboard w/
Dubner/Product Box:

High Roller Self-Balancing Hoverboard

Subtitle:

Carrying Bag

with

Enterprise Long Description:

The High Roller portable transportation solution is ideal for getting around the park, campus, & even the office. Easy & safe to use, fast to charge & able to reach top speeds. Charging Time: 2-3 Hours. No overcharging. Maximum Speed: 5 Mile/Hr. Weight Capacity: 220 lbs. Range: 6-8 Miles. Battery: Lithium ion. Meas approx: 7"H x 23-1/2"W x 7-1/2"L. Weight: 23 lbs. UL listed. Color choice. 90day LMW. Ages: 14+. Includes hover board carrying bag. Imported.

Test Result	Test Description	Test Comments
NA	* Low Risk Sample	No Comments Noted
NA	* Virtual Sample	No Comments Noted
PASS	1 Descriptive Product Information	The QVC Packslip, Dubner/Product Box and Long Descriptions were reviewed, edited and released by QA for QVC Merchant approval. QVC MERCHANT: Please review and approve in IBM (POMS) or notify QA of any needed changes. VENDOR: Any goods shipped to QVC Distribution Centers (or directly to customers in the case of drop-shipped merchandise) must match the QVC Long Description. If there are ANY discrepancies or changes, advise QVC QA before shipping goods. SKN : T34604 PACK SLIP: High Roller Self Balancing Hoverboard w/_____ SUBTITLE : Carrying Bag____ DUBNER: High Roller Self-Balancing Hoverboard with_____ LONG DESCRIPTION The High Roller portable transportation solution is ideal for getting around the park, campus, and even the office. Easy and safe to use, fast to charge and able to reach top speeds. Charging Time: 2-3 Hours. No overcharging. Maximum Speed: 5 Mile/Hr. Weight Capacity: 220 lbs. Range: 6-8 Miles. Battery: Lithium ion. Meas approx: 7"H x 23-1/2"W x 7-1/2"L. Weight: 23 lbs. UL listed. Color choice. 90day LMW. Ages: 14 . Includes hover board carrying bag. Imported.
PASS	1 Internal Packaging	No issues were found with the internal packaging of the item. It is acceptable. Retail box, foam, polybags. MZE 9.7.16
PASS	1 Polybag and Film Requirements	Audited against a "toy" item - The 1st piece QA sample meets the poly bag and/or film specification for a toy item. Toy products using a poly bag and/or film do not require a suffocation warning label. However, if a poly bag and/or film is used with a toy item points 1 or 2 below must be met. 1. Actual wall thickness must be at least 1.5 mils (1.5/1000 inches) thick. 2. Alternatively, sheeting with a thickness of less than 1.5 mils (1.5/1000 in) shall be perforated with defined holes so that a minimum of 1% of the area has been removed over any area of 1.18 X 1.18in.
PASS	2 Country of Origin	The Country of Origin was marked or labeled on the product and/or the packaging, is in the QVC Long Description, and is acceptable. China. MZE 9.7.16
PASS	3 Bouncebacks	Customer Service phone number(s) and/or website(s) included with sample are acceptable.

Interworks 2.17

Test Result	Test Description	Test Comments
PASS	3 Claims Substantiation	There are no claims issues in the Long Description, packaging or literature that require further substantiation or testing. VENDOR: QA must receive documentation to substantiate specific claims made regarding the product. Please send all claims documentation to QVCQAHardgoods@qvc.com. Charge time, speed, distance, usage time. MZE 9.7.16 ***Received distance doc. Charge time, speed, usage time still outstanding. Substantiation for 220 pound weight limit required, based off of UL report and label on unit. MZE 9.27.16PLACING TEST IN CONDITIONAL, NEEDS TO BE RESOLVED. M.S 9/27/16 ***Acceptable. MZE 10.5.16
PASS	3 Liability Insurance Policy	The product category of this item requires a minimum of five million US dollars (\$5,000,000) liability insurance coverage. A Certificate of Insurance ("COI") must be on file with QVC. The "COI" must evidence at least this amount of general liability insurance coverage (per occurrence and in the aggregate) and name QVC, Inc as "Additional Insured". The vendor is required to maintain general liability coverage for the life of the merchandise. The coverage must include full product liability, advertising injury, naming QVC, Inc as an Additional Insured, and issued by an insurance carrier rated "A" or better by A.M. Best. The vendor must also notify QVC within thirty (30) days of the cancellation of such policies and provide a new COI. RENEWALS of the COI should be sent to the following address: QVC, Inc. Mail Code 206, 1200 Wilson Drive, West Chester, PA 19380-4262, or faxed to 484-701-1380. If you have questions concerning the insurance requirements, please contact your insurance broker, or contact QVCs Insurance Administrator, Patti Forti, at 484-701-6715. VENDOR: Submit a copy of a Certificate of Insurance (COI) that complies with QVCs requirements (see section 4.7 of the QVC Vendor Manual) to the QVC Insurance Administrator, via fax 484-701-1380. Requirements include a sufficient amount of coverage (based on the product category), and naming QVC, Inc as an Additional Insured. (All faxes must include a cover sheet, Vendor Name and QVC Item number.)
PASS	3 Limited Manufacturers Warranty	The sample includes a limited manufacturers warranty. It was reviewed and is acceptable. Item includes a 90 day limited manufacturers warranty.
PASS	4 Battery Identification	includes lithium ion batteries / cells
PASS	4 Battery Packaging	no markings present - ground shipment only lithium markings not required, but found - ground shipment only PLACE IN CONDITIONAL, NEEDS TO BE RESOLVED. VERY IMPORTANT FOR SHIPPING. M.S. 9/27/16
PASS	4 General Electrical Requirements Test	The UL 1642 certificate for the lithium battery / cell is required and has not been received. Please submit to "qvcqahardgoods@qvc.com" and copy your buyer. The UL 1642 certificate for the lithium battery / cell has been received. The UN certificate for the lithium battery / cell has been received A "Lithium Battery Information Form" is required to be submitted. Please submit the completed document to "qvcqahardgoods@qvc.com" and copy your buyer. The "Lithium Battery Information Form" has been received. Confirmed item's listing is correct and active. Thank you! Battery disposal instructions present and acceptable. UL Model SMART-S file E483017 and UL Adapter Model GJS150-0420200 file E480809 verified online. MZE 9.7.16 ***UL Model SMART-C file E483017 and UL adapter Model SPS-T844202000-C8 file E307126 verified online. MZE 9.27.16PLACING IN CONDITIONAL, NEEDS TO BE RESOLVED. MS 9/27/16 ***Acceptable. MZE 10.5.16 Batteries included with the item were found acceptable when tested in the unit.
NA	4 General Regulatory Compliance	No Comments Noted
PASS	4 Regulatory Compliance/ASTM	The toy/batch testing report is currently not available. The product will remain in "HOLD" status for eight (8) weeks. If a report is not received within that time, the item will be disposition as "reject" until an acceptable report is received. Guide states ages 8 and up. MZE 9.7.16 ***Guide updated to 12 , testing still required. MZE 9.27.16PLACING IN CONDITIONAL, NEEDS TO BE RESOLVED. M.S.9/27/16 ***Guide updated to 14 plus, report no longer required. MZE 10.5.16
NA	5 Assembly	No Comments Noted

Test Result	Test Description	Test Comments
PASS	6 Workmanship, Materials and Components	QA has determined there are issues in the overall quality of this sample. The workmanship and materials are acceptable. All required components were included with the sample. Guide states 2 remotes included, not present. MZE 9.7.16 ***Mention of remotes removed, body of board cracked. MZE 9.27.16 PLACING IN CONDITIONAL, NEEDS TO BE RESOLVED. M.S.9/27/16 ***Issue not present. MZE 10.5.16
PASS	7 Function Test	The users guide/use instructions sheet included with the sample is acceptable. The sample was not actually function tested as it is a Virtual Sample or it cannot be fully tested. Guide has misspellings and broken English that can be difficult to follow, at times calls this a car. Guide states there is an app for use but doesn't state what it is called. Also states this has an internal Bluetooth speaker, could not pair. Sample does not match guide. MZE 9.7.16 ***Guide updated, understandable and matches product. MZE 9.27.16
NA	CPSIA Certification of Conformity	No Comments Noted
PASS	Check Vendor-Level Comments	Vendor-level Comments in the IBM System were checked.
NA	Induction Seal Test	No Comments Noted
NA	M1 SDS Requirements	No Comments Noted
NA	M2 Hazardous Materials Transportation Markings	No Comments Noted
NA	M2 Hazmat Category	No Comments Noted
NA	M3 VOC Regulated Items	No Comments Noted
PASS	P1 Carton Packaging Graphics Classification	Packaging has fragile markings Packaged-product was labeled or printed with orientation/up arrows
PASS	P1 Carton Sealing (Does Not Imply OK/not-OK)	Carton sealed in an H-Pattern (or 6-strip) method. Carton was sealed with clear 2" packaging tape. 9/6/16 JBC: No tape on package. All packages are to be secured with tape. Snap or 1-2-3 bottom containers are also to be taped on the bottom. Please secure package with tape. 9/22/16 JBC: H Pattern tape on corrugate container. 10/4/16 JBC: H Pattern tape on corrugate container. Vendor must seal carton (with tape) prior to shipping to QVC. Carton had stitched seam, which is acceptable.
PASS	P1 Packaging Description	Product was submitted in plain kraft packaging (corrugate or chipboard). Doublewall corrugate box was submitted. 9/6/16 JBC: No tape on package. All packages are to be secured with tape. Snap or 1-2-3 bottom containers are also to be taped on the bottom. Please secure package with tape. The corrugated container should be plain kraft (brown) packaging and not glossy gray. (The gloss finish to the package is unacceptable for shipping for the address labels do not adhere to gloss corrugate.) Please submit a new sample in plain kraft (brown) packaging. 9/22/16 JBC: The sample submitted had H Pattern tape on corrugate container. 10/4/16 JBC: The sample submitted had H Pattern tape on corrugate container. 10/5/16 JBC: Removed overbox from submission. New weight and dimensions entered.
PASS	P2 Package Testing Req'd? Does not imply pkg is OK.	The packaging evaluation was completed by John Conrad. Should you have any questions, please contact him at john.b.conrad@qvc.com or 484-701-8694 9/6/16 JBC: Lithium Battery. Not drop tested. 9/22/16 JBC: Lithium Battery. It has a candy stripe Lithium ion label and no removable Lithium label. 10/4/16 JBC: Lithium Battery. It has a candy stripe Lithium ion label and no removable Lithium label. 10/5/16 JBC: Removed overbox from submission. No Lithium label.
NA	P2 QVC Bar Coding Requirements	Bar code labels and/or QVC specific carton markings on a 1st piece product sample or TOP (Top of Production) are NOT reviewed, approved or commented on by QA as part of the evaluation report. Vendors should order all QVC bar code labels from an approved label supplier - Verified Label & Print (800)764-6110 or FineLine Technologies (800) 500-8687. Please review QVC QA Packaging & Labeling Guidelines All Commodities. Please contact your Supplier Relationship Manager with questions.
PASS	PITSTOP	No Comments Noted
NA	Q Compression Test	No Comments Noted
NA	Q Drop Test	The QVC Drop Test is not required for this sample. No package testing is required at PSFGA or DC inspection.

Test Result	Test Description	Test Comments
PASS	Q Initial Packaging Evaluation	NOTES ON MASTER CARTONS: QVC does NOT require master cartons for all hardgoods items. (For more details, see QVC QA Packaging & Labeling Guidelines All Commodities.) A master carton MUST contain at least four (4) saleable units. A master carton for hardgoods cannot exceed 40" L x 24" W x 24" H (102 cm x 61 cm x 61 cm) in outer dimensions, or 40 pounds (18 kg) in weight. Any questions regarding master cartons can be emailed to Packaging@qvc.com. Failure to comply with these requirements may result in the rejection of PO receipts and/or a QVC Vendor Chargeback. 9/6/16 JBC: No tape on package. All packages are to be secured with tape. Snap or 1-2-3 bottom containers are also to be taped on the bottom. Please secure package with tape. The corrugated container should be plain kraft (brown) packaging and not glossy gray. (The gloss finish to the package is unacceptable for shipping for the address labels do not adhere to gloss corrugate.) Please submit a new sample in plain kraft (brown) packaging. 9/22/16 JBC: The sample submitted had H Pattern tape on corrugate container. 10/4/16 JBC: The sample submitted had H Pattern tape on corrugate container. 10/5/16 JBC: Removed overbox from submission. New weight and dimensions entered.
NA	Q Multi-Box Samples	No Comments Noted
NA	Q Vibration Test	No Comments Noted
PASS	Z "System Test" that Enables Capture of Pkg Info	No Comments Noted
PASS	ZZ Digital Images	Digital images have been taken of the sample and downloaded into the digital storage section of QUEST.
PASS	ZZ Hots processing	Sample processed as a HOT per request.
PASS	ZZ Next Actions Required	The sample is Rejected pending the receipt of satisfactory information and/or documentation as requested. ALL ISSUES MUST BE ADDRESSED, AND A NEW SAMPLE MUST BE SUBMITTED TO THE QVC BUYER (who in turn needs to submit that new sample to QA for evaluation). Sample is acceptable. Proceed to ship goods to QVC in compliance with all Supply Chain, Carton Marking and other QVC requirements and procedures.VENDORS: Before making a decision to purchase an item, QVC customers frequently request more information and more details, going beyond the limited amount of information that can be included in QVC's "Long Description". Electronic copies of labels, ingredients, Nutrition Facts, instructions, parts lists, care and content labels, warranties and the like are very helpful and can actually increase sales. Please do not hesitate to email such additional information to "Product Information Inquiry@qvc.com". Thank you. TESTS IN CONDITIONAL. WILL BE RESOLVED. M.S. For Quality Requirement Issues please contact QA Engineer Rafiq Zabrani. Email: rafiq.zabrani@qvc.com

Vendor Packaging: Corrugated Container Carton Package Graphics Classification: 6 - Text and Color Graphics Rigidity: Rigid Conveyable: Yes Divertable: No	Vendor Box Type: 0201 - Regular Slotted Container (RSC) Straps: No Sortable: Yes Straps Permitted: No
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Outer Mailer (OM): VENDOR CARTON - VA - Automation-Ready VC Presentation Case (PC): None - NONE Certificate (CT): NA - NONE Special Instructions (SI): NA - None Stand-up Tag (ST):	Packaged-Product Weight: 27 lbs, 13.6 oz. Ship-to-Customer Product Weight: 27 lbs, 14.256 oz. Packaged-Product Dimensions (L x W x H): 26.1 x 10.7 x 10.3 inches Length + Girth: 68.1 inches Dimensional Weight:
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NA - None 15 lbs.
 Pouch (P): Ship-to-Customer Packaged-Product Dimensions:
 NA - None 26.1 x 10.7 x 10.3 inches
 Hazmat/Oversize:
 N

Boxes Per Item: Max Items Per Box:
 1 1
 Co-SHIP Code: Ship With:
 0 - Ship As Single X
 Co-SHIP Family Group: Orientation:
 555 - Hardgoods X
 Co-SHIP Commodity Group: Fragility:
 555 - All Hardgoods 0

Gift Wrap Eligible: Gift Box Required: Gift Box:
 E - INELIGIBLE - ITEM OVERSIZE N NGB - No Gift Box Required
 Gift Wrap Recipe: Gift Wrap Ship Weight:
 NA 0 (Lbs.) 0 (Ozs.)

Bar Code Present: Bar Code Symbology:
 No Pending
 Bar Code Content: Bar Code ANSI Readability Score:
 Not Applicable Not Applicable
 Bar Code Human Readable Text:
 X

Playing time: 4-6 hours. MZE 9.28.16

File Name	File Type	File Comment
QuestDoc1032016113130AM.tif	Lithium Battery Shipping Form	10/3/16, LITH BATT APPROVED PER QA JTETER
T34604-First_sample_9.7.16.pdf	Images of Product Itself	Images of Product
T34604-Fourth_Sample_10.5.16.pdf	Images of Product Itself	Images of product
T34604-Third_Sample_9.27.16.pdf	Images of Product Itself	Images of Product
T34604_Batt_Life_Testing.pdf	PRODUCT DOCUMENTATION	Battery Life Testing 9.6.16 JPD
T34604_Charger_UL.pdf	UL, ETL, CSA	Charger UL Certificate Of Compliance 9.20.16 JPD
T34604_ICR_Test_Report.pdf	UL, ETL, CSA	ICR Test Report 9.20.16 JPD
T34604_Lith_Batt_Disposal.pdf	INSTRUCTIONS	Lithium Battery Disposal Instructions 9.9.16 JPD
T34604_Revised_UM.pdf	INSTRUCTIONS	Revised User Manual 10.3.16 JPD
T34604_UL_File_Part.pdf	UL, ETL, CSA	Part of UL File Images Per R. Zabrani 9.15.16 JPD
T34604_UL_Test_Report.pdf	UL, ETL, CSA	UL Test Report Approved Per J. Biglet 10.3.16 JPD
T34604_UM.pdf	INSTRUCTIONS	User Manual 9.27.16 JPD
T34604_UN_Report.pdf	PRODUCT DOCUMENTATION	UN Report Approved Per R. Zabrani 9.9.16 JPD
T34604_Warranty_Card.pdf	WARRANTIES	Warranty Card 9.27.16 JPD
T34604_Weight_Limit_209lbs.pdf	PRODUCT DOCUMENTATION	Passed Weight Limit Testing (209lbs) 9.9.16 JPD